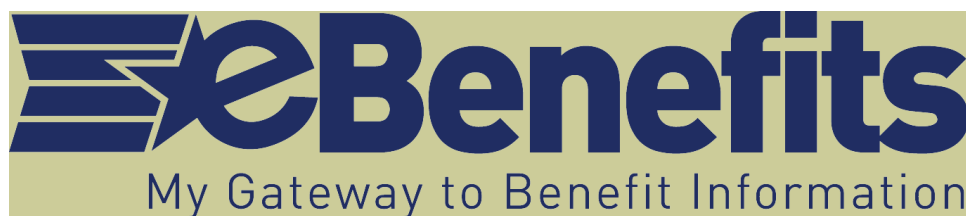




A Service of the Department
of Veterans Affairs and the
Department of Defense

VBA's Use of



VETSNET Compliance

To ensure the success of this project, it is imperative that field stations follow the guidelines provided in M21-4, Chapter 2, Appendix B, (originally released in FL 06-11), especially when working in MAP-D and Share. The information we give to our Veterans will only be as good as what we enter in the VETSNET Suite of Applications. Please ensure all personnel are familiar with the VETSNET Business Rules, understand the requirements, and are able to implement them.

MAP-D Tracked Item paragraph language will be made available to Veterans via this web-site. If a MAP-D paragraph contains fill-ins or drop-ins, the data needs to be completed via the pop-up in MAP-D. Due to extensive coding requirements that could not be met prior to the April 2010 delivery date, manual changes made to paragraphs while in Microsoft Word will not be available to the Veteran at this time.

If we do not use the VETSNET Applications in the manner intended, we will be providing less than optimal service to our Veterans and we will not decrease phone calls for status inquiries. We look forward to this new online endeavor and are excited by the excellent service we are going to be able to provide to our Nation's Veterans. We thank you in advance for your support and your contributions to this effort.

What is eBenefits?

The eBenefits portal is a joint VA and DoD project that allows Service members and Veterans to access and retrieve copies of their official military personal records, view VA disability compensation claim status, obtain or submit an application for the home loan certificate of eligibility and directly access MyHealtheVet accounts.

The President's Commission on Care for America's Returning Wounded Warriors (Dole/Shalala) established by Executive Order 13426 in March 2007 recommended creating a web portal to provide the wounded, injured and ill Service members and Veterans, their family members, and care providers a single, transparent, access point to online benefits as well as related content and services. In response, the Department of Veterans Affairs (VA) and the Department of Defense (DoD) collaborated to develop the eBenefits Web Portal under the authority of Line of Action #4 with oversight by the Senior Oversight Committee. Subsequently, the oversight responsibility and ownership was moved under Benefits Executive Council (BEC) with oversight by the Joint Executive Council, which consists of both VA and DoD leadership. VA has primary responsibility for the line of business integration and technical development of the project and is designated as the lead agent.

Over the next year, DoD and VA will enhance the current eBenefits portal to increase self-service capabilities. During the current release, eBenefits will provide Service members and Veteran who obtain level 2 credentials (DS Logon) the following capabilities:

- Check to status of compensation or pension claims
- View payment history of received VA benefits
- Obtain or submit an application for the home loan certificate of eligibility
- Access MyHealtheVet directly from eBenefits
- Access and retrieve copies of official military personnel records to include DD-214's and active/reserve orders
- Additional information will be available in future releases

Registering for eBenefits

Service members and Veterans should visit www.eBenefits.va.gov to determine their individual registration process as active duty with use their common access card (CAC), retired Veterans will use their DFAS user name and password and all other Veterans must complete the in-person proofing process at Regional Offices. To access secured personal information regarding your DoD and VA benefits, users are required to have a level 2 DS-logon credential.

What eBenefits Provides

The eBenefits portal provides:

- A single point of trusted web access for those Service members and Veterans seeking self-service benefit information and services from VA and DoD;
- Links to VA, DoD, and other Federal and State agency benefits programs;
- Information resources that are adaptive to individuals' circumstances and specific needs.

This release guide will address the C&P Claim Status and Payment History aspect of the 2.3 release only. VBA is releasing this information to the public as part of our transformational change to provide better customer service through meeting the needs of Veterans and their families. Additionally, our goal is improve transparency related to the claims process with the eventual goal of reduce the volume of phone calls to our National Call Centers.

What Can Veterans See?

Veterans will be able to view the following information online through eBenefits:

Claim Status on Pending (Open) and Completed (Historical) claims to include:

- Date of Claim,
- Claim Type,
- Claim Status,
- Power of Attorney,
- Regional Office of Jurisdiction,
- Current Processing Location (if there is a temporary Station of Jurisdiction),
- Claimed Conditions (Contentions),
- Date Closed and

Payment History to include:

- Payment Date
- Payment Amount
- Payment Type
- Payment Method
- Mailing address or
- DD/EFT (Bank name and Account number)
- Returned Payments
- Payment Returned Date

C&P Claim Status Overview

Key Elements – Main Screen (Screen 1a)

A general view of claim data is available from the main screen. The Veteran will select a specific claim and be able to gather claim specific data on the Detail Screen.

eBenefits Indicator	VETSNET Equivalent	C&P Processing	Location Where Information is Set in VETSNET	Locations Where Information is Viewable in VETSNET
Claim Date	Date of Claim		Share	Share, MAP-D
Claim Type	Claim Label	Ensure accuracy of claim label	Share *We translate this information for the Veteran. See Appendix A	Share, MAP-D
Claim Status (ie: Open, Ready for a Decision, etc.- NOT the suspense reason)	Derives from Status	Ensure status is correct, especially on cases returned from Ready for Decision for additional development	MAP-D *We translate this information for the Veteran. See Appendix B	Share, MAP-D
Current Claim Processing Location	Station of Jurisdiction or Temporary Station of Jurisdiction	Displays Temporary Jurisdiction, if present. Otherwise displays the Station of Jurisdiction	COVERS	Share, MAP-D, COVERS
Is Your Attention Needed?	Open tracked items for the claimant	Tracked items need to be timely received or closed to avoid further inquiry from claimants	MAP-D	MAP-D
Appeal Possible	Measures time since Closed or Canceled date, ie promulgation date in Awards.	This is not definitive, as "notification" date and certain 365 day rules are not programmed.	Awards	Share, MAP-D, Awards

Key Elements – Detail Screen (Screen 1b)

eBenefits Indicator	VETSNET Equivalent	C&P Processing	Location Where Information is Set in VETSNET	Locations Where Information is Viewable in VETSNET
Regional Office of Jurisdiction	Station that has permanent jurisdiction	Set by system	COVERS	Share, MAP-D, COVERS
Temporary Regional Office of Jurisdiction (if present)	Station that has permanent jurisdiction	Set by system	COVERS	Share, MAP-D, COVERS
Contentions	MAP-D Contentions	Reads contentions, not contention classification, spelling and accuracy count. Should be the Veteran's words.	MAP-D	MAP-D
Next Steps	Derived from Claim Status	Spells out the next status derivatives	MAP-D *We translate this information for the Veteran. See Appendix C	Share, MAP-D
What Do We Still Need From You	Open tracked items directed at the claimant	Detail info from "Attention Needed." Tracked items need to be timely received or closed to avoid further inquiry from claimants	MAP-D	MAP-D
Items	MAP-D paragraph language	All MAP-D fill-ins need to be done in MAP-D, not in Word, to ensure accuracy	MAP-D	MAP-D
Date Opened	Tracked Item request date		MAP-D	MAP-D
Suspense Date	Current suspense date of the tracked item	Expired suspense dates will invite scrutiny	MAP-D	MAP-D
Follow-up Dates	Follow-ups recorded in MAP-D	Follow-up dates need to be properly established stemming from user actions	MAP-D	MAP-D

Key Elements – Detail Screen (Screen 1b) Continued

What Have We Received	Information from the Unsolicited Medical Evidence screen and Tracked Items with a date in either the Received or Closed columns	Running tally of what we have	MAP-D	MAP-D
Items	Items entered	Direct from user input, ensure clarity and accuracy of input	MAP-D	MAP-D
Date Opened	Tracked Item request date	Date VA did the action. For Unsolicited Medical Evidence this field will always be blank.	MAP-D	MAP-D
Date Received	Date Received as shown in MAP-D	Distinctions need to be made between physical receipt of the evidence or a negative reply. A future enhancement of MAP-D will allow for this distinction.	MAP-D	MAP-D
Date Closed	Date Closed as shown in MAP-D	The suspense date expired and we did not receive any type of response.	MAP-D	MAP-D
What Have We Done	Other development not directed to the claimant (3 rd Party Development)	Items the claimant is not responsible for but may elect to help VA obtain, if possible	MAP-D	MAP-D
Items	MAP-D paragraph language	All MAP-D fill-ins need to be done in MAP-D, not in Word, to ensure accuracy	MAP-D	MAP-D
Date Opened	Tracked Item request date	Date VA did the action	MAP-D	MAP-D
Suspense Date	Current suspense date of tracked item	Expired suspense dates will invite scrutiny	MAP-D	MAP-D
Follow-up Dates	Follow-ups recorded in MAP-D	Follow-up dates need to be properly established stemming from user actions	MAP-D	MAP-D

Payment History Overview

Key Elements – Main Screen (Screen 2a)

A general view of payment data is available from the main screen. The Veteran will select a specific payment and be able to gather payment specific data on the Detail Screen.

eBenefits Indicator	VETSNET Equivalent	C&P Processing	Location Where Information is Set in VETSNET	Locations Where Information is Viewable in VETSNET
Payment Date	Pay Date	Date the Payment was dispersed	Awards	Awards, Share, FAS
Payment Amount	Amount	Amount of Payment (Net- minus any deductions)	Awards	Awards, Share, FAS
Payment Type	Type	Type of Payment (C&P, EDU, etc.) *We translate this information for the Veteran. See Appendix D	Awards	Awards, Share, FAS
Payment Method	Address Line	Options are: Mailed Check or Direct Deposit	Awards	Awards, Share, FAS
Returned Payments	Returned Payment Data	Provides the Veteran with general information about the payment that is listed above. Veteran selects the specific payment to gather detailed information.	FAS	Awards, Share, FAS

Key Elements – Detail Screen (Screen 2b)

eBenefits Indicator	VETSNET Equivalent	C&P Processing	Location Where Information is Set in VETSNET	Locations Where Information is Viewable in VETSNET
Payment Date	Pay Date	Date the Payment will be dispersed	Awards	Awards, Share, FAS
Payment Returned Date	Returned Date	Date Payment was Received back in our office	FAS	FAS
Payment Type	Type	Type of Payment (C&P, EDU, etc.) *We translate this information for the Veteran. See Appendix D	Awards	Awards, Share, FAS
Payment Method	Address Line	Options are: Mailed Check or Direct Deposit	Awards	Awards, Share, FAS
Net Payment Amount	Amount	Amount of Payment (Net-minus any deductions)	Awards	Awards, Share, FAS
Bank Name	Bank Institution Name	If DD/EFT is being used as payment method	FAS	FAS
Account Number or Mailing Address	Address Line	If payment is made via mail, will provide the address where the check was mailed. If payment is made via DD/EFT, will provide the last four numbers of the account where the payment was posted.	Share	FAS, Share

Claim Status—Main Screen (Screen 1a)

[HOME](#) » [MY EBENEFITS](#)

[About](#)
[Contact](#)
[Help](#)

Text Size: [a](#) [a](#) [a](#)
[SHARE & PRINT](#)

My eBenefits

Welcome **JESUS POWELL**

[Change Password](#) | [Logout](#)

Dashboard

C&P Claims Status ✕

list all tabs ▾

ABOUT

[Print-Friendly View](#)

Compensation & Pension Claims Status

Your Location: Main Screen

There are four phases of claim status:

Development: This phase begins when the claim is received and ends when the claim appears to be ready for a decision.

Decision: This phase begins when the claim appears to be ready for a decision and ends when the claim has a proposed decision.

Notification: This phase begins when the claim has a proposed decision and ends when the proposed decision becomes final, all notification letters have been mailed and the claim closed.

Closed: This phase begins when the claim is closed or canceled.

Open Claims

Claim Date	Claim Type	Claim Status	Is Your Attention Needed?
2/15/2010	Fiduciary Adjustment	Development Phase	No
2/10/2010	Administrative Review	Development Phase	No
1/22/2010	Special Correspondence	Decision Phase	No
Show More			

Historical Claims

Claim Date	Claim Type	Claim Status	Date Closed	Appeal Possible?
5/25/2010	Compensation	Closed	3/26/2010	Yes
Show More				

Claim Status—Details Screen (Screen 1b)

Details on your Compensation claim received on 10/20/2009

Regional Office of Jurisdiction: **St. Petersburg** ?

Power of Attorney: **VETERANS OF FOREIGN WARS OF THE US**

Status: **Development Phase**

Where Should You Send What We Need?

Department of Veterans Affairs
Regional Office
PO Box 1437
St. Petersburg, FL 33731

Contentions

right knee
back condition
ear pain
right foot condition
PTSD (post traumatic stress disorder)

Show More

Next Steps

Next Steps: Once we receive all requested information as outlined in the headings "What Do We Still ..."

Show More

What Do We Still Need From You?

Items	Date Opened	Suspense Date ?	Follow-up Dates ?
As we consider your claim, you may submit evidence showing that your service-connected right foot co...	3/24/2010	4/23/2010	
We need evidence showing that the following condition(s) existed from military service to the presen...	3/24/2010	4/23/2010	
We are requesting your service treatment records from the service department. You do not need to con...	3/24/2010	4/23/2010	
Show More			

What Have We Received?

Items	Date Opened	Date Received	Date Closed
-------	-------------	---------------	-------------

Payment History—Main Screen (Screen 2a)

Payments

From: To:

10/2007 03/2010

Payment Date	Payment Amount	Payment Type	Payment Method
12/01/2008	\$6,059.00	Compensation & Pension - Recurring	Direct Deposit
06/17/2009	\$6,059.00	Compensation & Pension - Retroactive	Direct Deposit
03/31/2010	\$17,358.00	Compensation & Pension - Retroactive	Direct Deposit

About Payments

Disclaimer: Detailed information on some payments may not be available online. If y...

Payment Dates: VA pays benefits on the first of each month for the previous month. ...

[Show More](#)

Returned Payments

From: To:

12/2008 03/2010

Payment Date	Payment Amount	Payment Type	Payment Method
12/31/2008	\$6,059.00	Compensation & Pension - Recurring	

About Returned Payments

Disclaimer: Detailed information on some payments may not be available online. If y...

Six Years Available: Returned payment information is available for 6 years from the...

Before Reporting Non-Receipt: Please wait at least 3 business days (Monday-Friday) ...

If Check is Found: If the original check is found or received, you must return the...

Payment History—Details Screen (Screen 2b)

Payment History

Your Location: [Main Screen](#) » [Payment Detail](#)

 [Print-Friendly View](#)

Details on your Compensation & Pension - Retroactive payment sent on 03/31/2010

Payment Date: 03/31/2010

Payment Type: Compensation & Pension - Retroactive

Payment Method: Direct Deposit

Net Payment Amount: \$17,358.00

Bank Name: Commercial Banks, (National Bank Trust Companies)

Account Number: xxxxxxxxxxxx600

About Payments

Disclaimer: Detailed information on some payments may not be available online. If y...

Payment Dates: VA pays benefits on the first of each month for the previous month. ...

[Show More](#)

Appendix A : Claim Labels and Type of Claim Relationship

Table of Veteran, Payee 00 and Live Claims only, EPs that will be viewable on eBenefits. Items highlighted in gray will not be viewable.

Benefit Claim Label	EP	Display claim to user?	Type of Claim for Claim Status purposes
Initial Compensation 8+ Issues	010	YES	Compensation
BDD-Initial 8+ issues	010	YES	Compensation
Initial Comp 8+/Pension - Dual Claim	010	YES	Compensation and Pension
PMC-Initial Comp 8+/Pension - Dual Claim	010	YES	Compensation and Pension
Quick Start-Initial 8+ issues	010	YES	Compensation
Claim for Increase	020	YES	Compensation
PMC-Claim for Increase	020	YES	Compensation
Helpless child	020	YES	Compensation
PMC-Helpless Child	020	YES	Compensation
Incompetency Review - S/C	020	YES	Compensation
PMC-Incompetency Review - S/C	020	YES	Compensation
New/Increase	020	YES	Compensation
New/Reopen	020	YES	Compensation
New/Reopen/Increase	020	YES	Compensation
Reopened Compensation	020	YES	Compensation
PMC-Reopened Compensation	020	YES	Compensation
Reopen/Increase	020	YES	Compensation
BDD-Supplemental	020	YES	Compensation
Quick Start-Supplemental	020	YES	Compensation
Special Monthly Compensation	020	YES	Compensation
PMC-Special Monthly Compensation	020	YES	Compensation
EVR	050	YES	Pension
PMC-EVR	050	YES	Pension
PMC-Cert to BVA	070	YES	Appeal
Cert to BVA	070	YES	Appeal
Supplemental Statement of the Case	070	YES	Appeal
PMC-Supplemental Statement of the Case	070	YES	Appeal
Vocational Rehabilitation Eligibility	095	NO	
PMC-Vocational Rehabilitation Eligibility	095	NO	
Initial Live Comp/Pension	110	YES	Compensation and Pension
Initial Live Comp < 8 issues	110	YES	Compensation
BDD-Initial	110	YES	Compensation
Quick Start-Initial	110	YES	Compensation
PMC-Initial Live Comp/Pension	110	YES	Compensation and Pension
Reopened Pension	120	YES	Pension
PMC-Reopened Pension	120	YES	Pension
Incompetency Review - Pension	120	YES	Pension
PMC-Incompetency Review - Pension	120	YES	Pension
Special Monthly Pension	120	YES	Pension
PMC-Special Monthly Pension	120	YES	Pension
Reopened Helpless Child	120	YES	Pension
PMC-Reopened Helpless Child	120	YES	Pension
Apportionment	130	YES	Dependency
PMC-Apportionment	130	YES	Dependency
Dependency	130	YES	Dependency
PMC-Dependency	130	YES	Dependency
Social Security Match	130	YES	Authorization Review
C100-Year Review	130	YES	Authorization Review
REPS	133	NO	

Appendix A : Continued

Benefit Claim Label	EP	Display claim to user?	Type of Claim for Claim Status purposes
Hospitalization Adjustment	135	YES	Hospitalization Adjustment
PMC-Hospitalization Adjustment	135	YES	Hospitalization Adjustment
Civil Service Match	150	YES	Authorization Review
Election	150	YES	Pension
PMC-Election	150	YES	Pension
Income Adjustment	150	YES	Pension
Income - Reopened Claim	150	YES	Pension
PMC-Income - Reopened Claim	150	YES	Pension
PMC-Income Adjustment	150	YES	Pension
Net Worth	150	YES	Pension
PMC-Net Worth	150	YES	Pension
Railroad Retirement	150	YES	Authorization Review
Soc Sec Admn Match	150	YES	Authorization Review
TDIP (Total Disability Income Provision)	150	YES	Authorization Review
100-Year Review	150	YES	Authorization Review
Income Verification Match	154	NO	
PMC-Income Verification Match	154	NO	
EVR Referral	155	YES	Pension
PMC-EVR Referral	155	YES	Pension
Appeal Action	170	NO	Appeal
PMC-Appeal Action	170	NO	Appeal
Grant of Benefits	172	NO	Appeal
PMC-Grant of Benefits	172	NO	Appeal
Statement of the Case	172	NO	Appeal
PMC-Statement of the Case	172	NO	Appeal
Formal Hearing by Other Than DRO	173	NO	Hearing
PMC-Formal Hearing by Other Than DRO	173	NO	Hearing
Informal Hearing by DRO	173	NO	Hearing
PMC-Informal Hearing by DRO	173	NO	Hearing
DRO Decision	174	NO	Hearing
PMC-DRO Decision	174	NO	Hearing
Formal Hearing by DRO	174	NO	Hearing
PMC-Formal Hearing by DRO	174	NO	Hearing
Initial Live Pension	180	YES	Pension
PMC-Initial Live Pension	180	YES	Pension
Automobile Allowance	290	YES	Automobile Allowance
PMC-Automobile Allowance	290	YES	Automobile Allowance
Bureau of Prisons	290	YES	Authorization Review
Bureau of Supplemental Security Income Rqst	290	YES	Authorization Review
PMC-Bureau of Supplemental Security Income Rqst	290	YES	Authorization Review
CRSC/CRDP Processing	290	YES	Retired Pay Adjustment
Character of Discharge	290	YES	Character of Discharge Review
Quick Start-Resumption of Compensation	290	YES	Resumption of Compensation
Clothing Allowance	290	YES	Clothing Allowance
PMC-Clothing Allowance	290	YES	Clothing Allowance
Dental Treatment	290	YES	Dental
PMC-Dental Treatment	290	YES	Dental
Disappearance of Veteran	290	YES	Your Whereabouts are Unknown
PMC-Disappearance of Veteran	290	YES	Your Whereabouts are Unknown
Eligibility Determination	290	YES	Eligibility Determination
PMC-Eligibility Determination	290	YES	Eligibility Determination
Economic Recovery Payment - Entitlement Review	290	YES	Economic Recovery Payment - Entitlement Review
Fugitive Felon	290	YES	Fugitive Felon Review
Fiduciary Adjustment	290	YES	Fiduciary Adjustment
PMC-Fiduciary Adjustment	290	YES	Fiduciary Adjustment
Federal Office of Workers' Compensation	290	YES	Workers' Compensation
Filipino Equity Comp 15000	290	YES	Filipino Equity Compensation
Filipino Equity Comp 9000	290	YES	Filipino Equity Compensation
Special Home Adaptation Grant	290	YES	Special Home Adaptation
PMC-Special Home Adaptation Grant	290	YES	Special Home Adaptation

Appendix A : Continued

Benefit Claim Label	EP	Display claim to user?	Type of Claim for Claim Status purposes
Hospitalization Eligibility	290	YES	Hospitalization Eligibility Review
PMC-Hospitalization Eligibility	290	YES	Hospitalization Eligibility Review
Specially Adapted Housing	290	YES	Specially Adapted Housing
PMC-Specially Adapted Housing	290	YES	Specially Adapted Housing
Incarceration Adjustment	290	YES	Incarceration Adjustment
PMC-Incarceration Adjustment	290	YES	Incarceration Adjustment
Insurance Eligibility	290	YES	Insurance Eligibility
PMC-Insurance Eligibility	290	YES	Insurance Eligibility
LGY Eligibility	290	YES	Loan Guarantee Eligibility
PMC-LGY Eligibility	290	YES	Loan Guarantee Eligibility
Quick Start-LGY Determination	290	YES	Loan Guarantee Eligibility
Medal of Honor	290	YES	Medal of Honor Verification
PMC-Medal of Honor	290	YES	Medal of Honor Verification
Military Pay in Lieu of Comp	290	YES	Military Pay in Lieu of Compensation
PMC-Military Pay in Lieu of Comp	290	YES	Military Pay in Lieu of Compensation
MOD - Entitlement Review	290	YES	Month of Death Entitlement Review
NICS Relief Request	290	YES	NICS Relief Request
Outpatient Treatment Eligibility	290	YES	Outpatient Treatment Eligibility
PMC-Outpatient Treatment Eligibility	290	YES	Outpatient Treatment Eligibility
Preference Certificate	290	YES	Preference Certificate
PMC-Preference Certificate	290	YES	Preference Certificate
Pay Grade Verification	290	YES	Pay Grade Verification
PMC-Pay Grade Verification	290	YES	Pay Grade Verification
Renouncement	290	YES	Renouncement of Benefits
PMC-Renouncement	290	YES	Renouncement of Benefits
Retired Pay Waiver/Election	290	YES	Retired Pay Waiver or Election
PMC-Retired Pay Waiver/Election	290	YES	Retired Pay Waiver or Election
Return to Active Duty	290	YES	Return to Active Duty
PMC-Return to Active Duty	290	YES	Return to Active Duty
Social Security Prison Match	290	YES	Prison Match Review
Vehicular Adaptive Equipment	290	YES	Automobile Adaptive Equipment
PMC-Vehicular Adaptive Equipment	290	YES	Automobile Adaptive Equipment
COWC	293	YES	Waiver Request
PMC-COWC	293	YES	Waiver Request
Vocational Rehabilitation Determination	295	NO	
PMC-Vocational Rehabilitation Determination	295	NO	
Routine Future Exam	310	YES	Compensation
PMC-Routine Future Exam	310	YES	Compensation
Live Comp IU match IVM	314	NO	
PMC-Live Comp IU match IVM	314	NO	
Review Due to Hospitalization	320	YES	Review Due to Hospitalization
PMC-Review Due to Hospitalization	320	YES	Review Due to Hospitalization
Review	330	YES	Regulatory or Procedural Review
PMC-Review	330	YES	Regulatory or Procedural Review
Correspondence	400	NO	
PMC-Correspondence	400	NO	
CH18 Initial Claim-Spina Bifida	410	YES	Spina Bifida
CH18 Initial Claim-Birth Defects	415	YES	Birth Defects
CH18 Reopened Claim-Spina Bifida	420	YES	Spina Bifida
CH18 Reopened Claim-Birth Defects	425	YES	Birth Defects
CH18 Claim for Increase-Spina Bifida	450	YES	Spina Bifida
CH18 Claim for Increase-Birth Defects	455	YES	Birth Defects
CH18 Notice of Disagreement-Spina Bifida	470	YES	Appeal for Spina Bifida
CH18 Notice of Disagreement-Birth Defects	475	YES	Appeal for Birth Defects
Special Controlled Correspondence	500	YES	Special Correspondence
PMC-Special Controlled Correspondence	500	YES	Special Correspondence
FOIA/Privacy Act Request	510	YES	Freedom of Information Act / Privacy Act Request
PMC-FOIA/Privacy Act Request	510	YES	Freedom of Information Act / Privacy Act Request
Bur of Prisons	600	YES	Predetermination
Civil Svce Match	600	YES	Predetermination
Fugitive Felon Case	600	YES	Predetermination
Federal Office of Workers' Comp	600	YES	Predetermination

Appendix A : Continued

Benefit Claim Label	EP	Display claim to user?	Type of Claim for Claim Status purposes
Hospital Adjustment	600	YES	Predetermination
Predetermination Notice	600	YES	Predetermination
PMC-Predetermination Notice	600	YES	Predetermination
Review-Potential Overpayment	600	YES	Predetermination
Railroad Ret	600	YES	Predetermination
Review-Writeout Affecting Payment	600	YES	Predetermination
SSA Prison Match	600	YES	Predetermination
SSA Match	600	YES	Predetermination
SS Number Verification	600	YES	Predetermination
TDIP (Total Disability Income Provisions)	600	YES	Predetermination
100-Yr Review	600	YES	Predetermination
Reviews - Ratings Involved	680	YES	Rating Review
PMC-Reviews - Ratings Involved	680	YES	Rating Review
PMC-Reviews - Ratings Involved 2	682	YES	Rating Review
Reviews - Ratings Involved 2	682	YES	Rating Review
PMC-Reviews - Ratings Involved 3	683	YES	Rating Review
Reviews - Ratings Involved 3	683	YES	Rating Review
PMC-Reviews - Ratings Involved 4	684	YES	Rating Review
Reviews - Ratings Involved 4	684	YES	Rating Review
Reviews - Ratings Involved 5	685	YES	Rating Review
Disability Evaluation System	689	YES	Compensation
Reviews - Authorization Only	690	YES	Authorization Review
PMC-Reviews - Authorization Only	690	YES	Authorization Review
Review-Potential Overpmt	690	YES	Authorization Review
Social Security No Verification	690	YES	Authorization Review
PMC-Reviews - Authorization Only 2	692	YES	Authorization Review
Reviews - Authorization Only 2	692	YES	Authorization Review
SSN Verification	692	YES	Authorization Review
PMC-Reviews - Authorization Only 3	693	YES	Authorization Review
Reviews - Authorization Only 3	693	YES	Authorization Review
Review-Writeout Affecting Payments	693	YES	Authorization Review
PMC-Reviews - Authorization Only 4	694	YES	Authorization Review
Reviews - Authorization Only 4	694	YES	Authorization Review
Vocational Rehabilitation Tracking	707	NO	
PMC-Vocational Rehabilitation Tracking	707	NO	
800 Series Work Items will NOT display	800	NO	
SAH/SHA Online Application	890	YES	Special Adaptive Housing/Special Housing Adaptation
Rvw/Ref/Other	930	YES	Administrative Review
PMC-Rvw/Ref/Other	930	YES	Administrative Review
Administrative Error	960	YES	Administrative Review

Appendix B : Claim Phase based on Benefit Claim Lifecycle Status

The population of the Claim Stage is dependent on the Current Benefit Claim Lifecycle Status as outlined below.

If Current Claim Status is:	Populate Claim Phase as follows:
Open	Development Phase
Ready for Decision	Decision Phase
Secondary Ready for Decision	Decision Phase
Rating Decision Complete	Decision Phase
Rating Correction	Decision Phase
Rating Incomplete	Decision Phase
Pending Authorization	Notification Phase
Pending Concur	Notification Phase
Self Returned	Notification Phase
Returned by Other User	Notification Phase
Authorized	Notification Phase
Closed	Closed
Cancelled	Closed
PTO -Transferred Out	Development Phase
PTO -Transferred In	Development Phase
TTO -Transferred Out	Associate proper Phase based on Last lifecycle prior to the Transferred Out
TTO -Transferred In	Associate proper Phase based on Last lifecycle prior to the Transferred Out
Brokered Out	Associate proper Phase based on Last lifecycle prior to the Brokered Out
Brokered In	Associate proper Phase based on Last lifecycle prior to the Brokered Out

Appendix C : Next Steps

Veterans will be prompted on the Claim Status – Detail View with one of the 3 “Next Steps” messages listed below based on the phase that the claim is in.

Phase	Message to user
Development Phase	<p>Next Steps: Once we receive all requested information as outlined in the headings <i>What Do We Still Need from You?</i> and <i>What Have We Done?</i>, we will review all available evidence and make a decision on your claim.”</p> <p>The length of time it takes to complete the Development Phase depends on several factors, such as the type of claim filed, complexity of your disability(ies), the number of disabilities you claim, and the availability of evidence needed to decide your claim. The Development Phase is completed on most claims between 102 and 139 days. The number of days provided is a national average of the time claims spend in the Development phase based on data at the end of February</p>
Decision Phase	<p>Next Steps: Your claim is currently located with our rating activity. We will review it to make sure we have everything we need to make an informed decision. If we have everything we need, we will prepare a proposed decision on your claim.</p> <p>The length of time it takes to complete the Decision Phase depends on several factors, such as the type of claim filed, complexity of your disability(ies), the number of disabilities you claim, and the availability of evidence needed to decide your claim. The Decision Phase is completed on most claims between 16 and 27 days. The number of days provided is a national average of time claims spend in the Decision phase based on data at the end of February 2010. Please be advised that a claim may take longer in this phase based on the specifics of your claim.</p>
Notification Phase	<p>Next Steps: Your claim is in its final stages. Please understand that we have a system in place to be sure that before your claim is finalized that we check it to make sure that it's been processed accurately. So once we've reviewed and approved it, you will receive your notification letter in the mail. Please ensure that we have your correct mailing address.</p> <p>The length of time it takes to complete the Notification Phase depends on several factors, such as the type of claim filed, complexity of your disability(ies), the number of disabilities you claim, and the availability of evidence needed to decide your claim. The Notification Phase is completed on most claims between 10 and 40 days. The number of days provided is a national average of time claims spend in the Notification phase based on data at the end of February 2010. Please be advised that a claim may take longer in this phase based on the specifics of your claim.</p>

Appendix D : Payment Type

Share Display (Check Type)	eBenefits Display for Payment Type
1606 Education	Montgomery GI Bill Reserve
1606-EFT	Montgomery GI Bill Reserve
1607	Reserve Educational Assistance Program
1607-EFT	Reserve Educational Assistance Program
C&P-Recurring	Compensation & Pension - Recurring
Regular	Compensation & Pension - Recurring
C&P-Irregular	Compensation & Pension - Irregular
Irregular - C & P	Compensation & Pension - Irregular
Retroactive - C&P	Compensation & Pension - Retroactive
C&P-One-Time	Compensation & Pension - One Time
C&P-Special	Compensation & Pension - Special
CH30 Education	Montgomery GI Bill Active Duty
CH30-EFT	Montgomery GI Bill Active Duty
CH31 One Time	Vocational Rehabilitation & Employment - One Time
CH31 Recurring	Vocational Rehabilitation & Employment - Recurring
CH31 Retroactive	Vocational Rehabilitation & Employment - Retroactive
CH32 Education	Post-Vietnam Era Veterans Educational Assistance Program
CH33-EFT	Post-9/11 Educational Assistance
33-SC-E	N/A (Don't display pymts to schools, just pymts to veteran)
CH33	Post-9/11 Educational Assistance
CH33-SC-CK	N/A (Don't display pymts to schools, just pymts to veteran)
CH34 Education	Vietnam Era GI Bill
CH35 Education	Dependent's Education Assistance
CH18 Spina Bifida	Benefits for Children of Vietnam Veterans (inc. Spina Bifida)
Chapter 18	Benefits for Children of Vietnam Veterans (inc. Spina Bifida)
EDU-Special	Education - Special
REPS	Restored Entitlement Program for Survivors
Retroactive - C&P	Economic Recovery Payment
CH30 Education	Education - Paper Check from RO
CH32 Education	Education - Paper Check from RO
CH33	Education - Paper Check from RO
1606	Education - Paper Check from RO
1607 Education	Education - Paper Check from RO
Filipino Comp	Filipino Veterans Equity Compensation
If an unknown code is encountered	Other